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## *Memorandum*

TO: BATA Oversight Committee

DATE: December 5, 2012

FR: Executive Director

W. I. 1253

RE: Contract Amendment – On Call- Project Design Services, FasTrak® Regional Customer Service Center Implementation Assistance: Jacobs Engineering Group, Inc. (\$1,650,000)

BATA is responsible for the operation of the FasTrak® Regional Customer Service Center (RCSC) which includes customer account management, processing of BATA, Golden Gate Bridge District, and Express Lane toll transactions and violations, call answering, tag distribution, violation notice processing, payment processing, automatic credit card account replenishment, web site management, violation image review, customer correspondence and the RCSC system maintenance. After a competitive selection, BATA entered into a contract with ACS State and Local Solutions, Inc. ("ACS") on December 31, 2003 for the management and operation of the RCSC. ACS has since changed its name to Xerox State and Local Solutions, Inc. This contract has been extended through June 30, 2014.

In January 2011, after a competitive procurement, this committee authorized the Executive Director to enter into contracts with nine firms, including Jacobs Engineering Group, Inc. ("Jacobs") to provide on-call project design services. Jacobs was selected to perform design services in the area of Intellectual Technology.

In April 2011, BATA executed a task order with Jacobs to assist with the development of a Request for Proposal (RFP) to procure a new RCSC vendor. We anticipate executing a contract with the new RCSC vendor by the end of February 2013. Staff is now requesting funds for the Jacobs contract to assist with contract oversight, including assistance with design document review, system testing and data migration validation, and monitoring operations for the first six months of new RCSC operation until December 2014. The contract amendment is for a total two year period and will provide the equivalent of 2 full time consultant staff to assist with oversight of the new RCSC system and operation, including validating that all functions are working as expected, the operation is ready to start on July 1, 2014 and ensuring punchlist items and system acceptance are met within the first six months of operation.

### **Recommendation**

Staff recommends that the Committee authorize the Executive Director or his designee to negotiate and enter into a contract amendment with Jacobs in an amount not to exceed \$1,650,000 to assist with the FasTrak® RCSC implementation.

Steve Heminger

## REQUEST FOR COMMITTEE APPROVAL

### Summary of Proposed Contract Amendment

Work Item No.:	1253
Contractor:	Jacobs Engineering Group, Inc. San Francisco, CA
Work Project Title:	FasTrak® Regional Customer Service Center (RCSC) Technical Assistance
Purpose of Project:	Implementation Assistance for RCSC
Brief Scope of Work:	Provide technical assistance for implementation of RCSC contract including reviewing design documents, validation of testing, and operations monitoring
Project Cost Not to Exceed:	\$1,650,000 (This amendment) (Current contract - \$640,000; maximum contract amount after this amendment - \$2,290,000)
Funding Source:	BATA Capital Budget - Rehabilitation
Fiscal Impact:	Project costs of \$1,650,000 are consistent with funds programmed and budgeted in the FY 2012-13 BATA rehabilitation budget.
Motion by Committee:	That the Executive Director or his designee is authorized to negotiate and enter into a contract amendment with Jacobs Engineering Group, Inc. for RCSC technical assistance and the Chief Financial Officer is directed to set aside funds in an amount up to \$1,650,000 for such contract amendment.
BATA Oversight Committee:	<hr/> Bill Dodd, Chair
Approved:	Date: December 12, 2012